



## **COUNTY OF SAN DIEGO**

Great Government Through the General Management System – Quality, Timeliness, Value

### **DEPARTMENT OF HUMAN RESOURCES**

#### **CLASS SPECIFICATION**

**CLASSIFIED**

#### **CAO OFFICE SPECIALIST**

**Class No. 002751**

#### **■ CLASSIFICATION PURPOSE**

To serve as a confidential office specialist in the Chief Administrative Office; to perform difficult and complex office work requiring independent judgment; to serve as a liaison between the Chief Administrative Officer and his/her staff, the public and representatives from governmental, industry, media, and other agencies; and to perform related work as required.

#### **■ DISTINGUISHING CHARACTERISTICS**

CAO Office Specialist is allocated only to the Chief Administrative Office. This class differs from other clerical support positions in that the latter perform clerical support for other county departments. CAO Office Specialists must be sensitive to the confidential nature of the work they handle and the delicate issues relating to countywide matters for which they may provide administrative office support.

#### **■ FUNCTIONS**

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

Essential Functions:

1. Handles complex scheduling arrangements.
2. Utilizes the utmost tact and diplomacy when greeting visitors to the Chief Administrative Office.
3. Provides administrative support to other CAO professional staff in preparing the budget, contracts, and special projects.
4. Types correspondence, memos, reports, minutes, orders and statistical data such as charts, tables and graphs from written, typed or verbal instruction.
5. Sets-up and maintains office files, records and indices including input and retrieval of information from a computerized record keeping system.
6. Maintains control files of staff assignments in order to expedite their completion.
7. Coordinates time, place and participant meetings.
8. Maintains appointment calendars.
9. Sorts, screens, and prioritizes incoming mail.
10. Provides general information to office and telephone callers and refers them to appropriate party.
11. Compiles information and data from a variety of sources and summarizes and assembles material for inclusion in reports.
12. Orders supplies and maintains inventory.
13. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
14. Manages the Board of Supervisors referral tracking system.
15. Manages the Chief Administrative Office employee outreach program.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- A wide variety of typing layouts and formats.
- The operation and use of common office equipment including personal computers, electric typewriters, dictaphones, copiers and calculators.
- Indexing and filing rules and procedures including alphabetical, chronological, numerical, subject area and tickler.
- Business English including spelling, punctuation, grammar, capitalization and word usage.
- Modern office and record keeping procedures and practices.
- Basic arithmetic.
- The General Management System in principle and practice.
- County customer service objectives and strategies.

### Skills and Abilities to:

- Deal tactfully and communicate effectively with co-workers, professional staff, county officials and the public.
- Type with speed and accuracy.
- Access and utilize data from a computerized record keeping system.
- Read, understand, follow, and explain county policies and procedures.
- Compile and summarize financial, statistical and other data.
- Compose correspondence and routine reports.
- Operate a wide variety of office equipment.
- Proofread and review documents for accuracy, correctness, and completeness.
- Monitor staff assignment deadlines.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Organize and complete complex tasks in order to meet deadlines.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: Two (2) years of clerical experience or working with the public, one (1) year of which must have been performing secretarial duties.

**Note:** College level coursework can be substituted for one (1) year of the required experience.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None Required.

### Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: June 28, 1991**  
**Revised: April 22, 2003**  
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